

# NEWSLETTER

Specialty Care Access Program: Access to Information. Access to Care.

## SPECIALIST SPOTLIGHT



*meet*

**DR. EMAN ELMI**

**PODIATRY**

Dr. Elmi is December's specialist of the month because of the high-quality advice he provides through his eConsults!

Dr. Elmi has been practicing medicine for 7 years and doing eConsults for 2 years. He attended medical school at California School of Podiatric Medicine and did his residency at St. Mary's Medical Center in San Francisco. He believes that the major benefit of eConsult is that it helps increase access to specialty care for patients, in a timely fashion, while providing an efficient platform for communication between providers.

### Fun Facts about Dr. Elmi:

- He loves spending time with his family.
- His medical interests are working closely with his local FQHC community clinic to help the underserved.

## ANNOUNCEMENTS:

We are phasing out the MCEi name and logo and replacing it with "Specialty Care Access Program." The word "eConsult" will be limited or completely removed as our program evolves.

Workflow Engineers Joe DeMassimo, Cassandra Romero, and Stephanie Fluitt trained the clinics of Aspen Medical Group Inc., Alav Medical Corp, California Medical Clinic, DPH-San Bernardino, and Ghassen E Hadi MD Inc in eConsult this month. Welcome Aboard!

# YOUR MONTH IN REVIEW

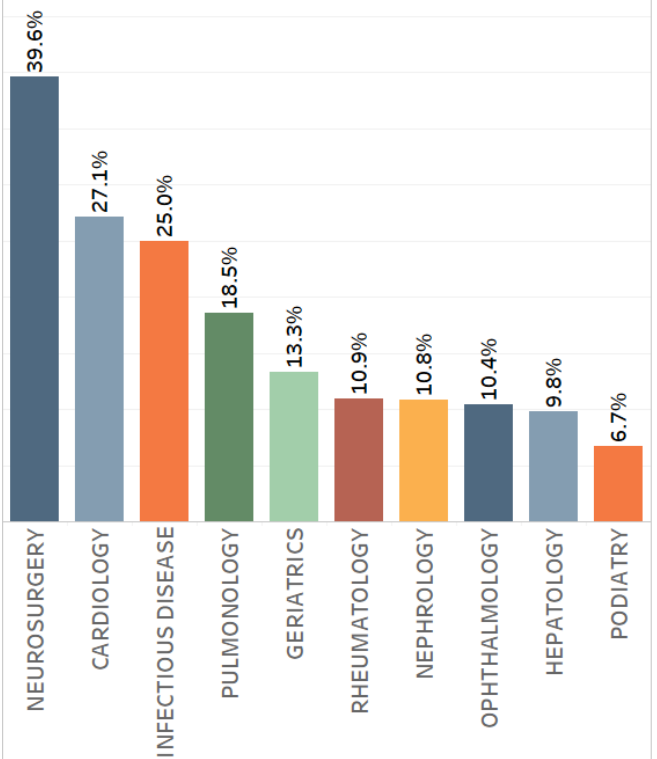
## RUHS CARE COORDINATION

There were **96 eConsults** that were resolved without the need for a face-to-face visit with the specialist.

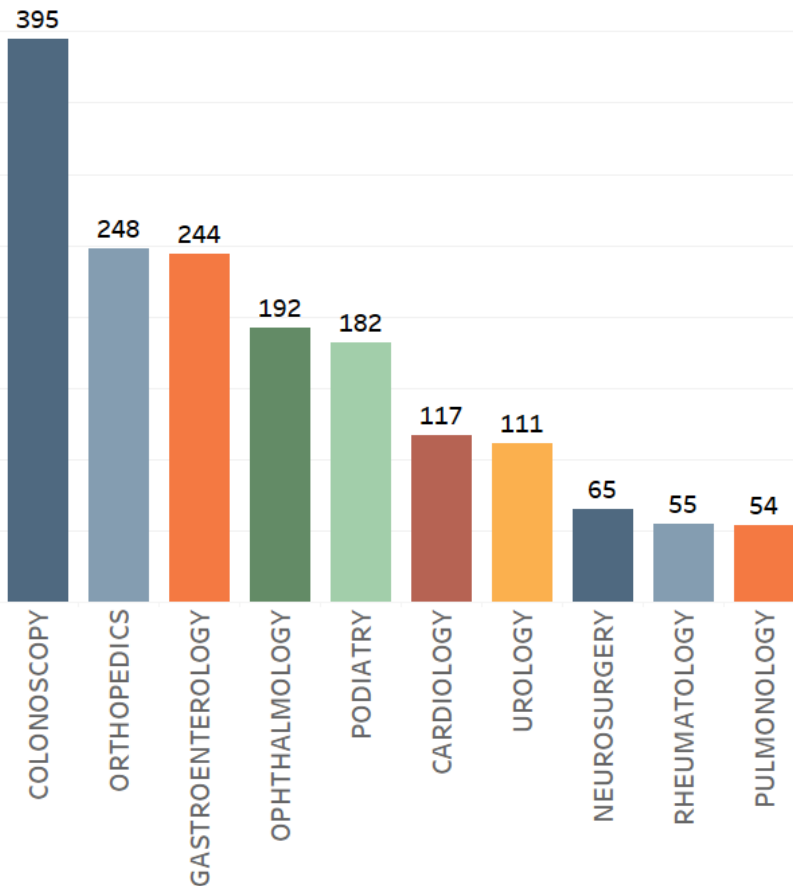
This month, **Neurosurgery** resolved the highest percent of eConsults without the need for a face-to-face specialty visit.

RUHS and CHS PCPs were able to serve **1,658 patients** through access to specialty recommendations for care via the Specialty Care Access Program.

## Percent of eConsults resolved without the need for Specialty Visits in November



## Top 10 Specialties for November



## SPECIALTY SPOTLIGHT

- There are 20 RUHS and CHS primary care clinics.
  - **1,919 eConsults** were submitted in November.
  - **50,915 eConsults** were submitted since the program's start.
- Combined, there are **144** clinics from RUHS, Arrowhead Regional Medical Center (ARMC), and Inland Empire Health Plan (IEHP).
  - **150,583 eConsults** since the start of the Specialty Care Access Program.

**There have been a total of 150,583 eConsults since the program's start date.**



# Support

We are here to support you in any way we can. Our Specialty Care Access Program team offers continuous support and training to physicians and clinical staff, which can be done virtually or in-person.

## Support desk

From username and password assistance to technical aid and clarification of workflow processes, **Helpdesk** is here to help!

Submit a ticket via the **eConsult platform** or call the help desk at **(909) 687-0244**.

The support team will assist you **within 24 hours**. In-Person or Virtual Assistance is available.



## Refresher eConsult training

Schedule appointments for provider and clinical staff introductory and refresher eConsult training with our workflow engineers:

**Joe DeMassimo**

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**Cassandra Romero**

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